



SAN MATEO COUNTY

HEALTH SYSTEM

<<Member First Name>> <<Member Last Name>>

<<Date>> (Format: Month Day, Year)

<<Address1>>

<<Address2>>

<<City>>, <<State>> <<Zip Code>>

Dear <<Member First Name>> <<Member Last Name>>,

You are receiving this letter because San Mateo Medical Center (SMMC) has learned of a data security incident involving our payroll database. Specifically, an employee recently hired by SMMC's Payroll Unit failed to disclose a prior conviction for identity theft. Upon discovering the employee's conviction, SMMC immediately terminated the employee's employment and access to data and launched an investigation.

SMMC reviewed the employee's computer records as part of a County investigation. **This investigation found no evidence indicating that the employee misused confidential information from SMMC employee records.** However, the employee had access through his normal duties to payroll information of current and former SMMC employees, including name, contact information, Social Security number, and date of birth.

Accordingly, in an abundance of caution, SMMC has engaged Kroll **to provide identity theft protection services at no cost to you for three years.** Kroll has extensive experience helping people whose confidential data may have been exposed.

Your identity theft protection services include **Credit Monitoring, a Current Credit Report, Web Watcher, Public Persona, Quick Cash Scan, \$1 Million Identity Theft Insurance and Identity Theft Consultation and Restoration.** Please note that in order to activate the following services you will need to follow the instructions in the section titled "*How to Take Advantage of Your Identity Theft Protection Services.*" Additional information describing your services is included with this letter.

To receive credit monitoring, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

We have also included additional ways for you to protect yourself from financial fraud.

The County has established a confidential toll-free information center, staffed with professionals trained in credit and identity protection and who are familiar with this incident. **If you have any questions regarding the incident or the information in this letter, please call (844) 530-4127, Monday through Friday, 6:00 a.m. to 3:00 p.m. PDT.**

We deeply regret this incident and any inconvenience or stress this may cause you. We have revised our background check procedures to ensure that this type of incident will not happen again.

Sincerely,

Susan Ehrlich, MD, MPP
Chief Executive Officer
San Mateo Medical Center

How to Take Advantage of Your Identity Theft Protection Services

Visit kroll.IdMonitoringService.com and follow the online instructions to take advantage of your identity theft protection services.

You can view your services at any time by logging onto Kroll's identity protection website. When you enroll, be prepared to provide your membership number.

kroll.IdMonitoringService.com is compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox or Safari.

Membership Number: <<Member ID>>

Help is only a phone call away.

If you have a question, need assistance, or feel you may be a victim of identity theft, call 1-844-530-4127, 6 a.m. to 3 p.m. (PDT), Monday through Friday, and ask to speak with an investigator.

Take advantage of this no-cost opportunity and let the experts at Kroll help you assess your situation and safeguard your identity.

ADDITIONAL STEPS YOU CAN TAKE TO PROTECT YOURSELF FROM FINANCIAL FRAUD

We encourage you to review your credit card, bank and other financial account statements regularly. Please consider the following ways to monitor your credit reports for suspicious activity.

Under U.S. law, you are entitled to one free credit report annually from each of the three major credit bureaus. To order your free credit report, visit www.annualcreditreport.com or call toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

Equifax

P.O. Box 105069
Atlanta, GA 30348
800-525-6285
www.equifax.com

Experian

P.O. Box 2002
Allen, TX 75013
888-397-3742
www.experian.com

TransUnion

P.O. Box 2000
Chester, PA 19022-2000
800-680-7289
www.transunion.com

At no charge, you can also have any these credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity before granting credit in your name. Please note, however, that because this type of alert tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Information regarding security freezes is also available from these agencies. For more information on identity theft, fraud alerts, and the steps you can take to protect yourself, contact the Federal Trade Commission or your state Attorney General. **For North Carolina residents**, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-919-716-6400, www.ncdoj.gov.

The Federal Trade Commission can be reached at:

600 Pennsylvania Avenue NW
Washington, DC 20580
www.ftc.gov/bcp/edu/microsites/idtheft/
1-877-ID-THEFT (877-438-4338); TTY: 866-653-4261.

The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. Instances of known or suspected identity theft should also be reported to law enforcement.